



# Uniform Medical Plan

Your health. Your plan. Your choice.

Volume 8, Issue 2

## Provider Bulletin

June 2006

Please circulate the *UMP Provider Bulletin* to the appropriate clinical, billing, and bookkeeping staff.

Uniform Medical Plan Web site: [www.ump.hca.wa.gov](http://www.ump.hca.wa.gov)

### Governor Gregoire Endorses Health Counts

UMP's *Health Counts* program got a big boost when it was recently endorsed by Governor Chris Gregoire. In a statement released by the Governor's Task Force on Health, Governor Gregoire encourages state employees enrolled in UMP to participate in the wellness program. She also asks that state agencies allow their employees to take the program's online health risk assessment (HRA) while at work.

Adult enrollees who participate in *Health Counts* can earn points for healthy behaviors such as getting preventive screenings and improving their diet and exercise habits. Enrollees who earn enough points will get a \$30 annual rebate on their premiums. Participants are required to take the online HRA, called the eHealth Survey, to qualify for the rebate.

Providers are a critical part of the success of *Health Counts*. We ask you to encourage your patients to get timely preventive care screenings. UMP pays network providers 100% for preventive care screenings as listed in the UMP *Certificates of Coverage* and on the UMP Web site. These services are not subject to any deductible and are **free** to UMP enrollees.

For more information on *Health Counts*, go to the UMP Web site at [www.ump.hca.wa.gov](http://www.ump.hca.wa.gov).

### New Medical Director Joins UMP

We're happy to announce that Malcolm M. Dejnozka, M.D., became the Uniform Medical Plan's new Medical Director in early April. Dr. Dejnozka (pronounced "Day-nosh-ka") comes to us after 26 years of distinguished service in the United States Air Force, where he retired at the rank of Colonel. Dr. Dejnozka has an extensive background in physician leadership, health care operational management, and health plan oversight. Prior

to joining UMP, he served as Medical Director of the western regional office of TRICARE, the Department of Defense's health care program for members of the military and their families. In addition to his executive experience, "Dr. D" has more than 13 years of clinical experience as a residency-trained, board-certified pediatrician. His clinical leadership positions include serving as Chief of Pediatrics, Chief of Medical Staff and Commander (i.e., Executive Vice President for Clinical Operations) at several military hospitals and clinics.

UMP is also pleased that Dr. Mary Kay O'Neill will continue as Associate Medical Director. Drs. Dejnozka and O'Neill will work closely together to strengthen UMP's clinical operations, quality programs, and health plan management.

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## How To Reach Us

**UMP Web site** [www.ump.hca.wa.gov](http://www.ump.hca.wa.gov)

**Secure services through OneHealthPort**  
[www.onehealthport.com](http://www.onehealthport.com)

**Claims Processing and Preauthorizations** **1-800-464-0967**  
or **425-686-1246**

- Claims and benefits information
- Customer service and general billing questions
- Medical review and prenotification/preauthorization
- Enrollee eligibility information
- Status of submitted claim
- Verify provider's network status

**Automated Enrollee Eligibility Information** **1-800-335-1062**

Have subscriber I.D. number available, and select #2 for PEBB subscriber information

**Provider Credentialing and Contracting Issues** **1-800-292-8092**  
or **206-521-2023**

- Billing manuals and payment policies
- Change of provider status
- Fee schedules
- Network provider contract information
- New provider enrollment
- Policies and procedures
- *Provider Bulletin* feedback
- Request a printed preferred drug list

**Beech Street Preferred Network\*** **1-800-432-1776**  
[www.beechstreet.com](http://www.beechstreet.com)

For network providers outside of Washington and the Idaho counties of Bonner, Kootenai, Latah, and Nez Perce

*\*Note: The Beech Street network does not apply to Medicare-primary enrollees.*

**Alternare Health Services** **1-800-500-0997**  
(a subsidiary of American WholeHealth Networks) [www.alternare.com](http://www.alternare.com)

Preferred network information for licensed massage practitioners, naturopathic physicians, and licensed acupuncturists

**Express Scripts, Inc.** **1-800-763-5502**

To submit prescriptions **1-800-763-5502**  
Fax **1-800-396-2171**

Preauthorization of prescription drugs **1-800-417-8164**  
Fax **1-877-697-7192**

**Free & Clear** **1-800-292-2336**

Tobacco cessation program information

## UMP Fee Schedules Updated

The UMP is implementing updates to the fee schedules listed below **for dates of service on or after July 1, 2006.**

- *Professional Provider Fee Schedule*
- *Professional Provider Drugs and Biologicals Fee Schedule*
- *Anesthesia Fee Schedule*
- *Chiropractor Fee Schedule*
- *Prosthetics and Orthotics Fee Schedule for Suppliers*

Visit UMP's Web site at [www.ump.hca.wa.gov](http://www.ump.hca.wa.gov) to download the revised fee schedules and billing manuals, including updated payment policies and information on bundled services/supplies.

## Highlights of Our Fee Schedule Changes

As of July 1, 2006, our **RBRVS conversion factor increases to \$51.40** (from \$50.00 previously). The **revised RBRVS-based rates** in the fee schedules are the result of incorporating the CMS 2006 Relative Value Units, CMS 2006 Statewide Geographic Practice Cost Indices (GPCIs) and this new conversion factor. The statewide GPCIs used in the rate calculations are: 1.004 (work), 1.024 (practice expense), and 0.819 (malpractice expense).

The fee schedule amounts for **clinical laboratory procedures** are based on 136.5% of the 2006 Medicare Clinical Laboratory Fee Schedule. The CPT/HCPCS codes for many of the drugs and biologicals administered in the providers' offices were updated based on revised Average Sales Price (ASP) or Average Wholesale Price (AWP) information.

The **anesthesia conversion factor** increases to \$48.00.

**Prosthetic and orthotics** (including ostomy and urologicals) fee schedule amounts are primarily based on the 2006 Medicare Fee Schedule.

## New UMP Payment Policy for Multiple Radiology Procedures

For services on or after July 1, 2006, UMP will follow Medicare's payment policy for multiple radiology procedures. This payment policy does not affect all radiology procedures, but applies to the technical component of procedures grouped into 11 radiology families. Codes are grouped into the radiology families based on imaging modality and body area. Please note that all radiology services provided to a patient

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on a single date of service must be billed on the same claim. For more information, see the UMP Web site at [www.ump.hca.wa.gov](http://www.ump.hca.wa.gov).

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## Get Paid Faster with EFT!

UMP has successfully completed the pilot test for electronic funds transfers and can now offer electronic payment to all interested providers. If you'd like to get paid faster and have the funds deposited directly to your practice's bank account, let us know by logging on to the UMP section of OneHealthPort and then selecting "Electronic Fund Transfers." You can access OneHealthPort at [www.onehealthport.com](http://www.onehealthport.com), or through the provider section of the UMP Web site. The EFT Web page will instruct you on how to submit a request for this **free** service. UMP technical staff will quickly follow up with you to get you started. You can begin receiving electronic payments in just 2-3 weeks!

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## Patient Medication Histories Available Online Soon

UMP is teaming up with Regence, Premera and other health plans to provide physician access to enrollees' medication histories online through the OneHealthPort Web site. The medication history will be based on pharmacy claims data from all of the participating health plans. Physicians will be able to log on to OneHealthPort and view patients' past and current medication usage, as well as their plan's current formulary. Online medication histories will help ensure safe prescribing as well as improve formulary compliance, saving your patients money! This service, scheduled to be available late summer 2006, will be compatible with existing software for e-prescribing and electronic medical records. Check [www.onehealthport.com](http://www.onehealthport.com) for a schedule of informational seminars on this topic.

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## NCCI Edits Go Live

UMP began applying the National Correct Coding Initiative (NCCI) edits for claims processing of professional services in March 2006. This change brings UMP more in line with industry coding standards. These edits are available at [www.cms.hhs.gov/NationalCorrectCodInitEd/](http://www.cms.hhs.gov/NationalCorrectCodInitEd/). Please note that UMP has been using NCCI edits to process outpatient hospital claims for several years.

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## Use OneHealthPort for Detailed Claims Inquiries

OneHealthPort is a free online service that allows providers to check claims and eligibility status for all major health plans in Washington, including Uniform Medical Plan, Regence, Premera, Group Health and others, all with just one password! Here's a sample of what you can find out about claims anytime, day or night:

- Whether the claim has been paid, is in process, or if more information is needed;
- How much the plan paid;
- How much the enrollee owes;
- Whether the enrollee has met the deductible;
- When the claim was paid and the check number; and
- Any non-covered amounts.

You can bookmark claims in process for future reference. Questions regarding claims may be emailed directly to the UMP claims processing department. The system captures the information from the claim and sends it along with your question in HIPAA-compliant format. To access OneHealthPort, go to their Web site at [www.onehealthport.com](http://www.onehealthport.com), or go through the provider side of the UMP Web site ([www.ump.hca.wa.gov](http://www.ump.hca.wa.gov)).

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## Check Out the UMP Web Site's "New Look!"

The UMP Web site ([www.ump.hca.wa.gov](http://www.ump.hca.wa.gov)) recently underwent a makeover—take a look and let us know what you think! We plan further changes over the summer to make our Web site more user-friendly. Make sure you click on the new "Info Center" feature, which allows you to search UMP benefits by keyword or topic.

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## Submit Claims to UMP First

Enrollees have told us that some providers are asking them to pay for services before the claim is sent to UMP. This could result in the enrollee paying too much. Under your contract with UMP, the enrollee cannot be charged for any amount that UMP is responsible for paying. Please submit claims to UMP first and bill patients after PPO discounts, deductibles, and patient coinsurance have been calculated.

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## Reminder:

### *Providers Billing for Physical, Occupational, Speech, or Massage Therapy Services*

To avoid claims processing delays or possible payment denials, you **MUST** include the full name and credential (e.g., MD, DO, ARNP, ND) of the provider prescribing the therapy in Box 17 of the CMS 1500 claim form (or electronic equivalent). Also, you should enter the date of onset of the injury or illness in Box 14. In addition, while UMP requires providers to have a plan of treatment on file and available on request for these services, it is not necessary to include the plan with the claim.

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## Notify UMP of Changes

As a UMP network provider, it is important that you keep us informed of any changes to your practice or status, such as changes to your business address, telephone numbers, tax I.D. number, licensure, certification, registration, or qualifications. See “How to Reach Us” in this bulletin for contact information for UMP credentialing staff. To avoid delay in payment, if you receive a request from UMP to update your records, please respond promptly.

To obtain this document in another format,  
call our Americans with Disabilities Act (ADA) Coordinator at 360-923-2805.

TTY users (deaf, hard of hearing, or speech impaired), call 360-923-2701 or toll-free 1-888-923-5622.